

AMENDMENTS

In the Claims

1. (Currently Amended) A method for identifying excursions to general solutions provided by a solution network comprising:
identifying excursions to a general solution on a system model basis;
saving the excursions within the solution network on a system model basis; ~~and~~,
when accessing the solution network, searching the solution network to determine whether an excursion solution exists; and,
presenting support knowledge to a customer based upon the accessing, the support knowledge including the excursion solution when the excursion solution exists.
2. (Original) The method of claim 1 further comprising:
storing the excursion exception within the solution network based upon a unique system identifier.
3. (Original) The method of claim 2 wherein:
the unique system identifier is a service tag.
4. (Original) The method of claim 1 further comprising:
storing the excursion exception within the solution network based upon a part identifier.
5. (Original) The method of claim 1 further comprising:
storing the excursion exception within the solution network based upon a system model identifier.
6. (Original) The method of claim 1 further comprising:
storing the excursion exception within the solution network based upon a system manufacture date.

7. (Original) The method of claim 1 further comprising:
searching the solution network for general solutions when no excursion solution exists,
the searching the solution network to determine whether an excursion solution
exists being performed before searching to solution network for general solutions.
8. (Original) The method of claim 1 wherein:
the system includes an information handling system.
9. (Currently Amended) An apparatus for identifying excursions to general
solutions provided by a solution network comprising:
means for identifying excursions to a general solution on a system model basis;
means for saving the excursions within the solution network on a system model basis;
and;
means for searching the solution network to determine whether an excursion solution
exists when accessing the solution network; and,
means for presenting support knowledge to a customer based upon the accessing, the
support knowledge including the excursion solution when the excursion solution
exists.
10. (Original) The apparatus of claim 9 further comprising:
means for storing the excursion exception within the solution network based upon a
unique system identifier..
11. (Original) The apparatus of claim 10 wherein:
the unique system identifier is a service tag.
12. (Original) The apparatus of claim 9 further comprising:
means for storing the excursion exception within the solution network based upon a part
identifier.

13. (Original) The apparatus of claim 9 further comprising:
means for storing the excursion exception within the solution network based upon a
system model identifier.
14. (Original) The apparatus of claim 9 further comprising:
means for storing the excursion exception within the solution network based upon a
system manufacture date.
15. (Original) The apparatus of claim 9 further comprising:
means for searching the solution network for general solutions when no excursion
solution exists, the searching the solution network to determine whether an
excursion solution exists being performed before searching to solution network
for general solutions..
16. (Original) The apparatus of claim 9 wherein:
the system includes an information handling system.
17. (Currently Amended) A solution network comprising:
a knowledge repository, the knowledge repository storing information regarding general
solutions to issues, the knowledge repository storing information relating to
excursions to general solutions, the excursions being searchable on a system
model basis;
an excursion identifying module, the excursion identifying module identifying excursions
to the general solutions on a system model basis;
a search module, the search module searching the solution network to determine whether
an excursion solution exists when accessing the solution network; and
a presenting module, the presenting module presenting support knowledge to a customer
based upon the accessing, the support knowledge including the excursion solution
when the excursion solution exists.
18. (Original) The solution network of claim 17 wherein:
the excursions are identifiable based upon a unique system identifier..

19. (Original) The solution network of claim 18 wherein:
the unique system identifier is a service tag.
20. (Original) The solution network of claim 17 wherein:
the excursions are identifiable based upon a part identifier.
21. (Original) The solution network of claim 17 wherein:
the excursions are identifiable based upon a system identifier.
22. (Original) The solution network of claim 17 wherein:
the excursions are identifiable based upon a system manufacture date.
23. (Original) The solution network of claim 17 further comprising:
a general search module, the general search module searching the solution network for
general solutions when no excursion solution exists, the searching the solution
network to determine whether an excursion solution exists being performed
before searching to solution network for general solutions..
24. (Original) The solution network of claim 17 wherein:
the system includes an information handling system.